



# 7392X<sup>Q&As</sup>

Avaya Aura Call Center Elite Implementation Exam

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### QUESTION 1

What is the recommended audio format to be played by the Avaya Aura?Media Server?

- A. 16bit, 8kHz, Single channel, PCM files
- B. 64bit, 8kHz, Multiple channel, PCM files
- C. 16bit, 8kHz, Multiple channel, PCM files
- D. 64bit, 8kHz, Single channel, PCM files

Correct Answer: A

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### QUESTION 2

Which two statements describe the benefits of using Expert Agent Selection (EAS)? (Choose two.)

- A. It enables recorded announcements to be played to incoming calls.
- B. It provides options for selecting among available agents with the same skill.
- C. It facilitates routing of incoming calls to a Voice Response Unit to facilitate self-service.
- D. It provides basic reporting on Vectors, Agents, and Trunk Groups.
- E. It improves agent performance because supervisors can have agents handle calls based on either skill-level or greatest need.

Correct Answer: BE

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### QUESTION 3

To improve call handling and agent productivity, you set up a vector using Look Ahead Interflow to check if the remote site can accept a call, and has an agent available. You only want to interflow calls that are at the top two positions of the queue.

Which command would be entered in the vector to accomplish this?

- A. route-to number 9581234 with cov y if interflow-gpos>=2
- B. route-to number 9581234 with cov n if interflow-gpos